

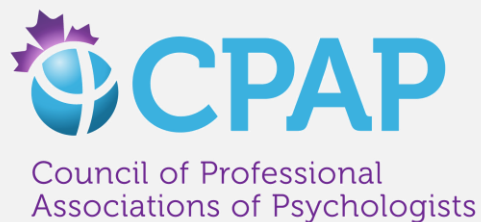
One-third think COVID-19 has negatively impacted ability to access mental health care: Ontario

Provincial Survey | Summary

Conducted by Nanos for Canadian Psychological Association and the Council of Professional Associations of Psychologists, November 2020
Submission 2020-1710A



SOCIÉTÉ
CANADIENNE
DE PSYCHOLOGIE



Nanos Research was retained by the Canadian Psychological Association and the Council of Professional Associations of Psychologists to conduct a study to gauge the impact of COVID-19 on Ontarians' ability to access mental health care. This is an Ontario provincial report one (1) of two (2). To follow are the key findings for respondents from Ontario for report one of two.

Accessing services provided by psychologists

More than half of respondents think COVID-19 has had a negative (34%) or somewhat negative (18%) impact on accessing mental health care by psychologists

- **Respondents more often think COVID-19 has had a negative or somewhat negative impact on their ability to access mental health care provided by psychologists** – More than half of Ontarians think COVID-19 has had a negative (34%) or somewhat negative (18%) impact on their ability to access mental health care provided by psychologists. Under two in ten think COVID-19 has had a positive (five per cent) or somewhat positive (13%) impact on this, and five per cent think it has had no impact. Twenty-five per cent are unsure.
- **Over nine in ten report they have not accessed services from a psychologist since the COVID-19 pandemic** – Ninety-two per cent report they have not accessed services from a psychologist since the COVID-19 pandemic, while eight per cent report they have done so.
- **Respondents who report accessing services from a psychologist during COVID-19 more often report the service was provided through private insurance** – Over four in ten Ontarians who report they accessed services from a psychologist since the COVID-19 pandemic report the service(s) was provided through private insurance (42%), while 33 per cent each report the service was provided by the public health system or out-of-pocket (25%).
- **More than nine in ten who report accessing services from a psychologist during COVID-19 say the service was provided within a reasonable or somewhat reasonable period of time** – A majority of Ontarians who report they accessed services from a psychologist since the COVID-19 pandemic say the service was provided within a reasonable (52%) or somewhat reasonable (41%) period of time. One in twenty say it was provided in a somewhat unreasonable (5%), while two per cent are unsure.

SUMMARY

More than seven in ten say they are willing (38%) or somewhat willing (36%) to use technology to receive mental health care from a psychologist

- **Eight in ten report they have not been assessed or treated by a psychologist in the past five years** – Eighty-one per cent report they have not been assessed or treated by a psychologist in the past five years, while 13 per cent report they have been assessed and received treatment, and six per cent report they were assessed but not treated.
- **Seven in ten who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied or somewhat satisfied with the service** – A majority of Ontarians who report they have accessed services from a psychologist during COVID-19 or in the past five years say they were satisfied (31%) or somewhat satisfied (39%) with the services provided, while under two in ten say they were somewhat dissatisfied (ten per cent) or dissatisfied (five per cent). Twelve per cent say they were neither satisfied nor dissatisfied, and three per cent are unsure.
- **A majority say they would prefer to receive psychological services face-to-face** – Seventy per cent would prefer to receive psychological services face-to-face, followed by virtually (15%), by phone (three per cent), and other (one per cent). Eleven per cent are unsure.

Accessing services using technology

- **Over seven in ten say they are willing or somewhat willing to use technology to receive mental health care from a psychologist** – A majority of respondents say that with social/physical distancing rules in place they are willing (38%) or somewhat willing (36%) to use technology like telemedicine to receive mental health care provided by psychologists, while close to two in ten say they would be somewhat not willing (9%) or not willing (7%) to do this. Nine per cent are unsure.
- **A majority of Ontarians say they have no concerns about using technology to receive mental health care from psychologists** – Asked what, if any, concerns they have about using technology to receive mental health care provided by psychologists, 69 per cent say they have no concerns. This was followed by privacy/confidentiality (eleven per cent), security/hackers (five per cent), barriers to establishing good communication (four per cent), and prefer face-to-face (three per cent).

SUMMARY

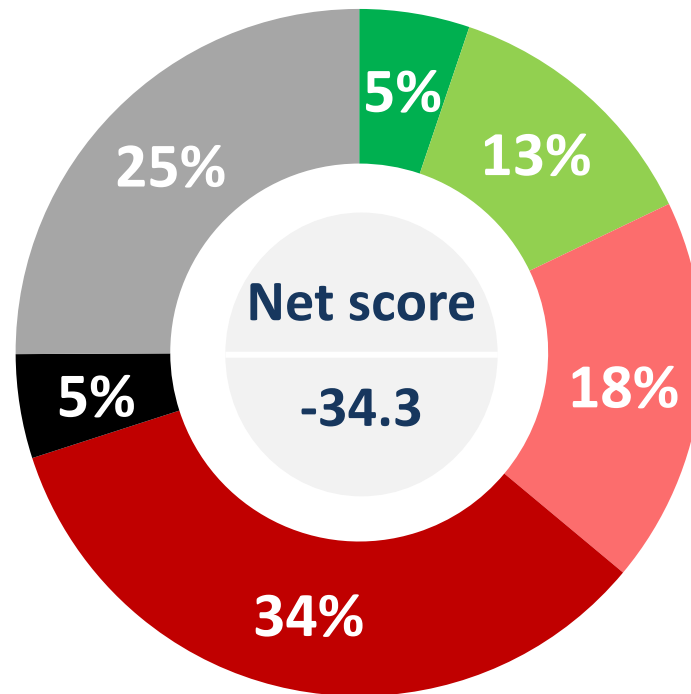
More than eight in ten say they would be willing (56%) or somewhat willing (27%) to have an in-person assessment by a psychologist if they needed one before a COVID-19 vaccine is available

- **More than eight in ten would be willing or somewhat willing to have an in-person assessment by a psychologist if needed before a COVID-19 vaccine is available** – Eighty-three per cent say if they were told they needed an in-person assessment by a psychologist (e.g. for memory loss, stroke, brain injury, ADHD, learning disorder) they would be willing (56%) or somewhat willing (27%) to have the in-person assessment before a COVID-19 vaccine is available. Just over one in ten say they would be somewhat not willing (seven per cent) or not willing (five per cent) to do this, and five per cent are unsure.

Nanos conducted an online survey of 657 residents of Ontario between September 25th, 2020 and October 2nd, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25th, 2020 and October 2nd, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of the population.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

Impact of COVID-19 on the ability of Canadians to access mental health care provided by psychologists

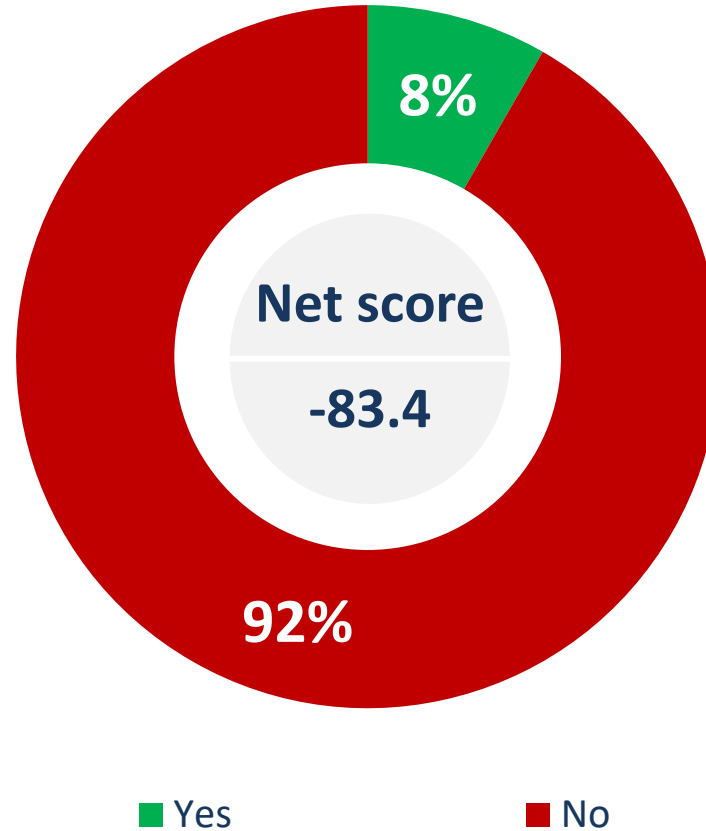


- Positive
- Somewhat positive
- Somewhat negative
- Negative
- No impact
- Don't know

QUESTION – In your opinion, has COVID-19 had a positive, somewhat positive, somewhat negative, negative or no impact on the ability of Canadians to access mental health care provided by psychologists?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

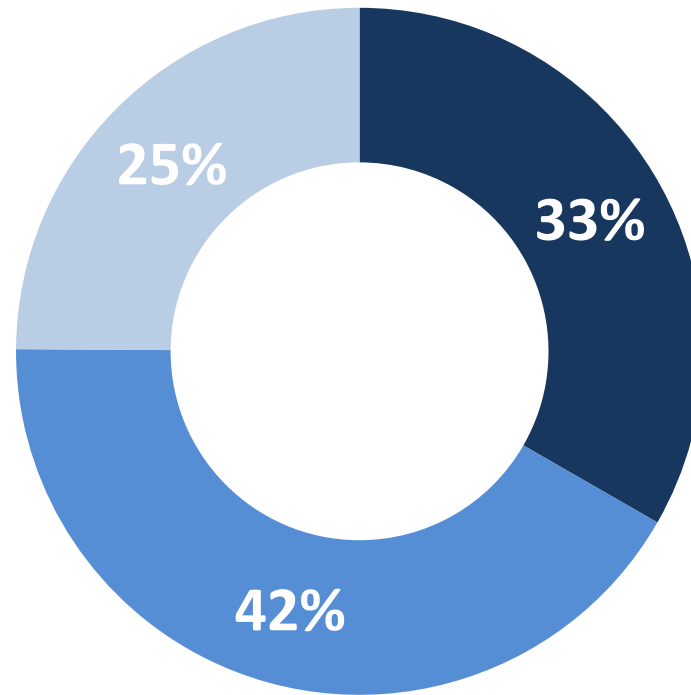
Access to services from a psychologist since the pandemic



QUESTION – Have you accessed services from a psychologist since the COVID-19 pandemic?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Coverage of service accessed since the pandemic

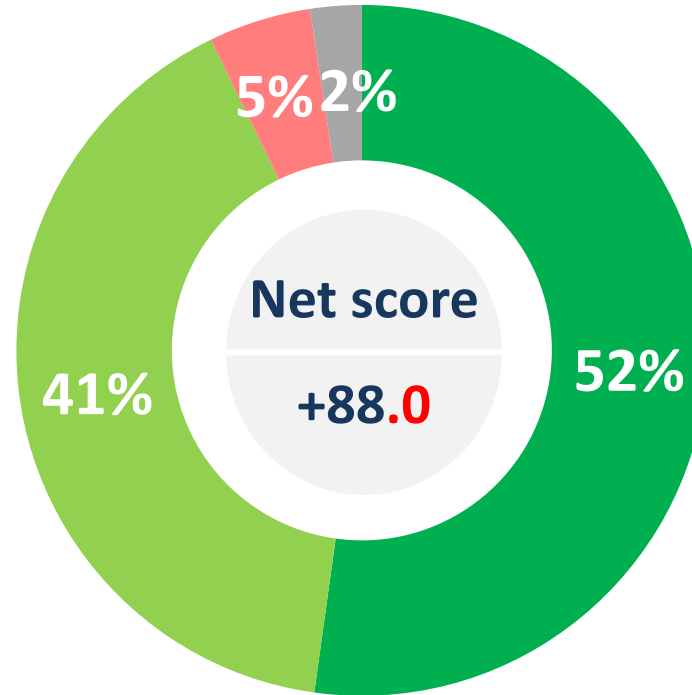


- Public health system
- Private insurance
- Out-of-pocket
- Don't know

QUESTION – [THOSE WHO ACCESSED SERVICES SINCE COVID-19 PANDEMIC] Was the service provided through [RANDOMIZE] the public health system, private insurance, or out-of-pocket?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Period of time service was provided within for those who accessed since the pandemic

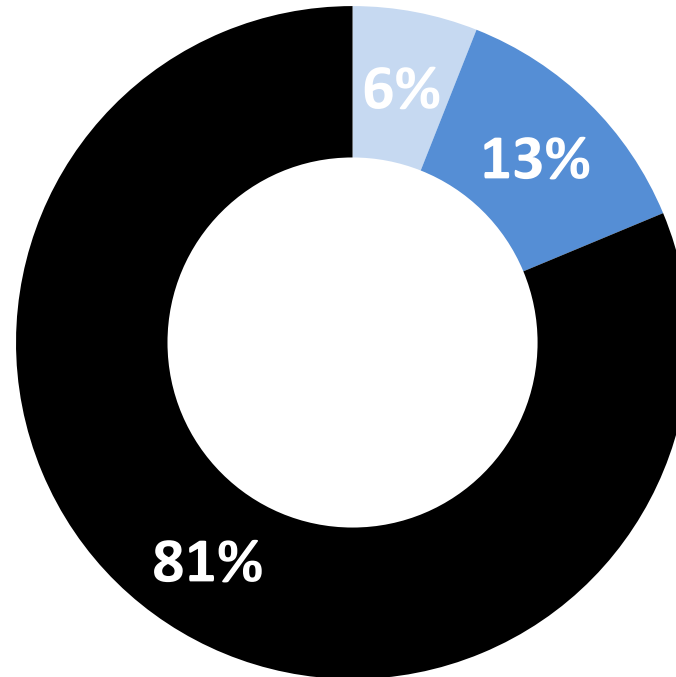


- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [THOSE WHO ACCESSED SERVICES SINCE COVID-19 PANDEMIC] Was the service provided within a reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable period of time?

Assessed or treated by a psychologist in the past five years

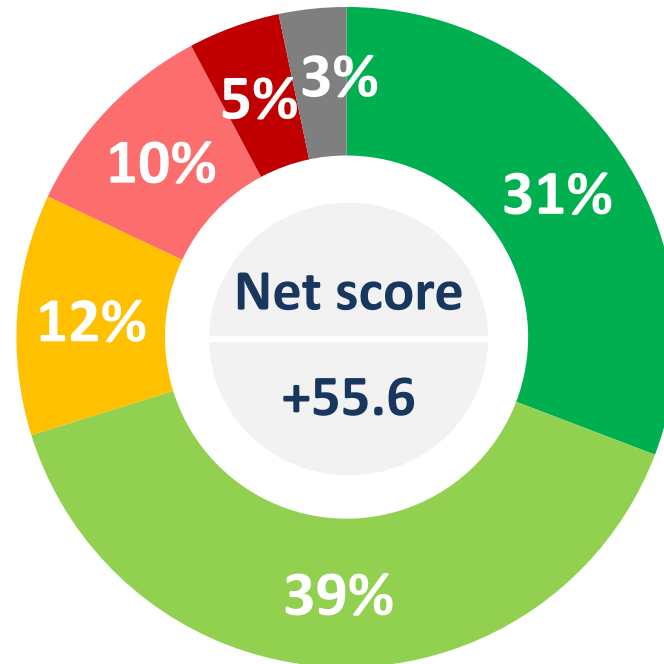


- Assessed but not treated
- Assessed and received treatment
- Have not been assessed

QUESTION – Have you been assessed or treated by a psychologist in the past 5 years?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Level of satisfactions with service provided by psychologist

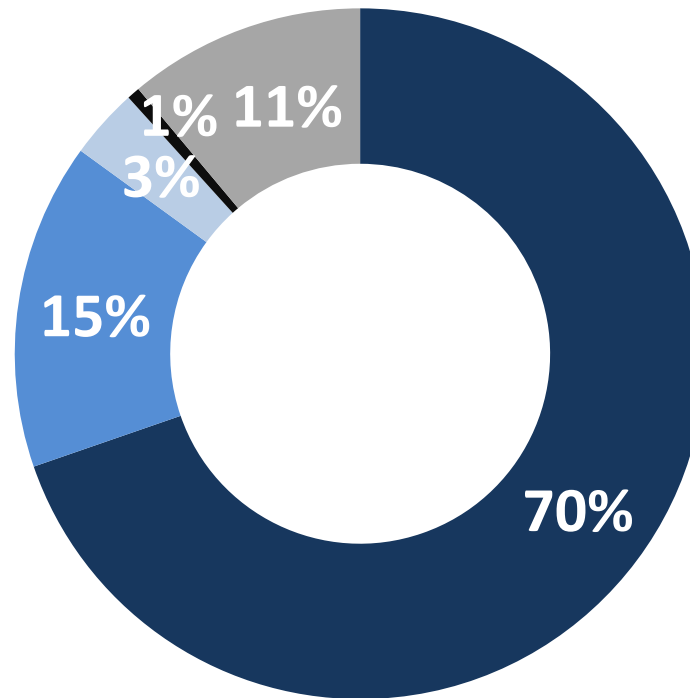


- Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Dissatisfied
- Don't know

QUESTION – [IF ACCESSED SERVICES SINCE PANDEMIC OR IF ASSESSED OR RECEIVED TREATMENT IN PAST 5 YEARS]
How would you rate the satisfaction with the service provided by the psychologist?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Preference for ways to receive psychological services

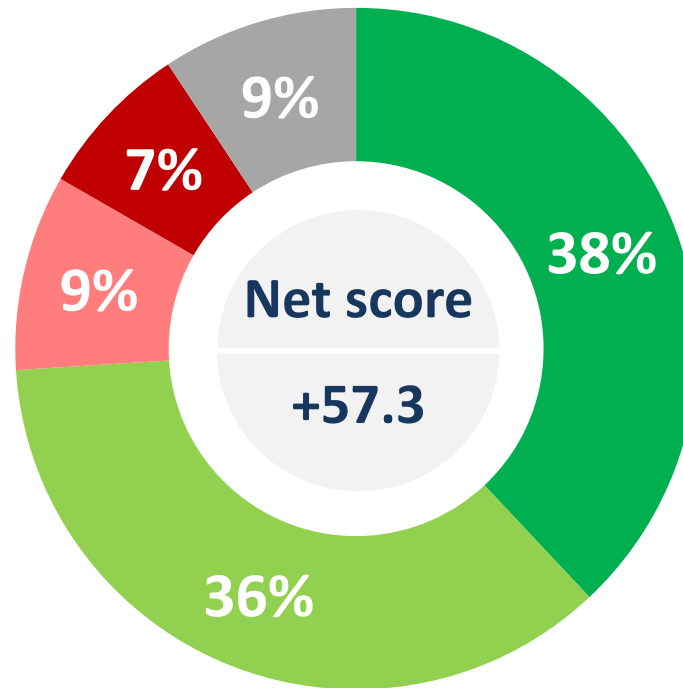


■ Face-to-face ■ Virtually ■ By phone ■ Other ■ Don't know

QUESTION – How would you prefer to receive psychological services?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Willingness to use technology to receive mental health care



- Willing
- Somewhat willing
- Somewhat not willing
- Not willing
- Don't know

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

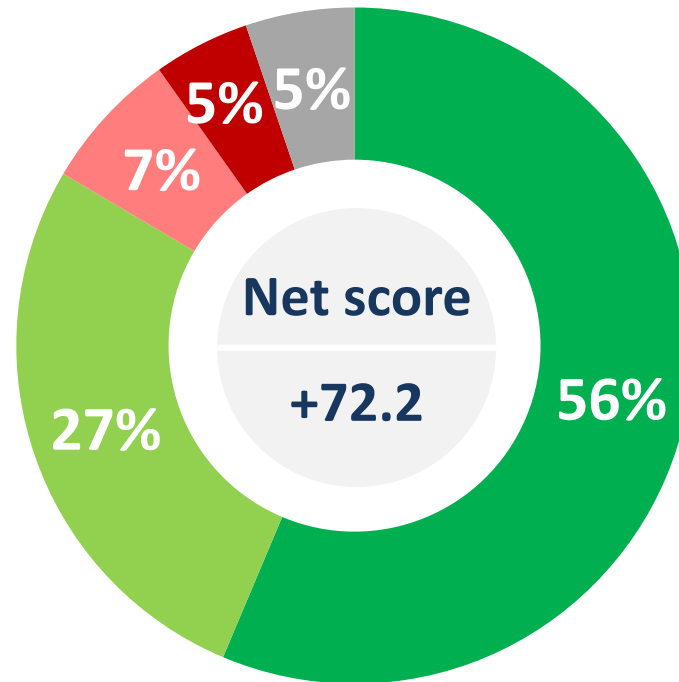
QUESTION – With physical/social distancing rules in place, are you willing, somewhat willing, somewhat not willing or not willing to use technology, like telemedicine, to receive mental health care provided by psychologists?

Concerns using technology to receive mental health care

	Ontario (n=656)
Privacy/confidentiality	10.6%
Security/hackers	4.7%
Barriers to establishing good communication	4.4%
Prefer face to face	2.8%
Challenges in using technology	1.7%
Limited or unreliable internet access	1.5%
No concerns	68.9%

QUESTION – What, if any, concerns do you have about using technology to receive mental health care provided by psychologists?

Willingness to have in-person assessment before COVID-19 vaccine is available



- Willing
- Somewhat willing
- Somewhat not willing
- Not willing
- Don't know

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – If you were told you needed an in-person assessment by a psychologist (e.g., for memory loss, stroke, brain injury, ADHD, learning disorder), would you be willing, somewhat willing, somewhat not willing or not willing to have the in-person assessment before a COVID-19 vaccine was available?

METHODOLOGY



Nanos conducted an online representative survey of 657 residents of Ontario between September 25th, 2020 and October 2nd, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25th, 2020 and October 2nd, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of the population. The sample is geographically stratified to be representative of the population.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

This is Ontario provincial report one (1) of two (2).

Note: Charts may not add up to 100 due to rounding.

The complete tabulations are appended to the national reports one and two. To view the national reports, please visit www.nanos.co.

TECHNICAL NOTE

Element	Description
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists
Population and Final Sample Size	657 residents of Ontario as part of a larger national study of 3,070 Canadians drawn from a panel.
Source of Sample	Asking Canadians
Type of Sample	Representative non-probability
Margin of Error	No margin of error applies to this research.
Mode of Survey	Online survey
Sampling Method Base	Non-probability.
Demographics (Captured)	Ontarians; Men and Women; 18 years or older. Six digit postal code was used to validate geography.
Demographics (Other)	Age, gender, education, income
Field Dates	September 25 th to October 2 nd , 2020.
Language of Survey	The survey was conducted in both English and French.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the population.
Estimated Response Rate	Not applicable
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	This is Ontario provincial report two (1) of two (2). This report contains questions 35 to 54 and report 2 contains questions 1 to 34 in the questionnaire.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com .



As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

www.nanos.co

nanos dimap analytika



This international joint venture between [dimap](http://www.dimap.com) and [Nanos](http://www.nanos.co) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion.

www.nanosdimap.com

NANOS RUTHERFORD MCKAY & Co.

NRM is an affiliate of Nanos Research and Rutherford McKay Associates. Our service offerings are based on decades of professional experience and extensive research and include public acceptance and engagement, communications audits, and narrative development. www.nrmpublicaffairs.com